



**Non-Permanent IT Specialist 2**  
**Information Services Division**  
**Olympia, Washington**

**Compensation: Range 52 - \$3,371 – \$4,315/mo**

**Closing Date: September 1, 2006 (5:00 p.m.)**

**Our Mission:**

Great people, great service, working together for a safer Washington.

**Our Vision:**

Department of Licensing: One vision, one voice - excellence every time.

Nearly every Washington State resident interacts with the Department of Licensing (DOL) in some way through driver licensing, vehicle or vessel tabs, or for professional business licenses. The DOL employs more than 1,200 people in over 60 locations statewide. To learn more about our agency, please visit our website at [www.dol.wa.gov](http://www.dol.wa.gov).

**Our Core Competencies:**

We have chosen the following competencies as "key" in driving the success of our employees in achieving the mission and vision of DOL:

**Communication Effectiveness:** Use effective listening skills and apply effective written and oral communication techniques to convey clear, timely, persuasive messages that positively influence the thoughts and actions of others.

**Customer Centered:** Search out and identify internal and external customers' service delivery requirements to improve efficiency, effectiveness, and satisfaction.

**Ethics and Integrity:** Earn the trust, respect and confidence of coworker and customers through fairness, truthfulness, honesty, sensitivity, reliability and professionalism in all interactions.

**Performance Leadership:** Create and nurture a results oriented culture that focuses on measurable outcomes by fostering teamwork and innovation to accomplish the organization's mission and goals.

**Personal accountability/Initiative:** Accept responsibility for the quality and timeliness of her/his work to meet or exceed predetermined goals and objectives with little need for oversight.

In addition, our supervisors and managers demonstrate the following:

**Strategic Thinking/Planning and Vision:** Consistent with the direction of the Agency, develop, communicate, and implement a plan to achieve a preferred future and influence others to follow.

**Human Resource Management:** Proactively apply sound human resource management practices within area of responsibility and consistent with the Agency's human resource management logic model.

**Position Objectives & Responsibilities:**

This position performs Field Support functions for the Department of Licensing. Responsibilities include phone, Email and statewide travel to all field offices to resolve hardware and application problems for customers. This position installs hardware and software that is off the shelf as well as custom applications developed by or for the Department. The ITS 2 keeps the inventory up to date with equipment changes and creates, maintains and uses standardized documentation for work performed by the Field Support.

**WORKING CONDITIONS:**

Incumbent must be willing and able to perform the following:

- Travel to State and private Licensing offices, using State provided vehicles, and occasionally a personal vehicle.

- Work in an office environment answering Field Support and Help Desk trouble calls one on one, via phone and e-mail, and also working in warehouse conditions as required.
- Work some weekends and evenings as required to meet Agency and group needs. Hours of work can also be flexed.
- Lift up to 45 lbs. with or without reasonable accommodation.

### **Desired Qualifications and Competencies:**

- Two or more years experience in analyzing, designing, installing and/or maintaining computer software applications hardware, telecommunications,
- Two years experience with Network Systems
- Two years experience with Operating Systems

### **Compensation**

This position is in general government service. Starting monthly compensation is \$3,371 - \$4,315/mo depending upon qualifications. We offer a solid benefits package that includes a state retirement plan, deferred compensation, 11 paid holidays, paid vacation and sick leave, and a full array of health, dental, life, and long-term disability insurance coverage. This position is in a collective bargaining unit and as a condition of employment you will be required to become a union member or pay a fee as outlined in the Master Agreement.

### **Application Procedure**

E-mail is the preferred method of application and will be used as the primary method of communication throughout this process.

E-mail application materials to [HRrecruit@dol.wa.gov](mailto:HRrecruit@dol.wa.gov) with a subject line of *06-148G ITS2*.

All requested materials must be submitted.

- A letter of interest (no more than two pages) describing your skills and experience as they relate to the Desired Qualifications and Competencies outlined in this announcement;
- A Washington State Job Application;
- A list of three professional references, including one supervisor, one peer, and one customer, with current telephone numbers and addresses.

Note: The act of submitting application materials is considered affirmation that the information provided is complete and truthful. Prior to any new appointment into DOL, a background check will be conducted.

The certified candidate pool for this position may be used to fill other similar positions for up to 6 months after the certification date.

If e-mail is not possible, please mail materials to:

Human Resources Office

**Attn: 06-148G ITS2**

Department of Licensing

PO Box 6007

Olympia, Washington 98507-6007

Persons with disabilities who need assistance in the application process or those needing this announcement in an alternate format may call (360) 664-1510 or TTY (360) 664-9492. The Washington State Department of Licensing is an equal opportunity employer and encourages all qualified persons including disabled and Vietnam era veterans, women, racial and ethnic minorities, people with disabilities and persons over 40 years of age to apply.